

# Malika Ortiz

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## SUMMARY

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HR Manager with a track record building high-impact solutions and improving guest satisfaction.

## EXPERIENCE

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### HR Manager — Ernsler, Wunsch and Wilderman (2019-02-23 - Present)

- Managed complex employee relations issues and maintained compliance with local employment law.
- Rolled out benefits and L&D programs that increased retention in key teams by 24%.

### Talent Acquisition Manager — Keeling - Volkman (2020-08-09 - Present)

- Rolled out benefits and L&D programs that increased retention in key teams by 6%.
- Managed complex employee relations issues and maintained compliance with local employment law.
- Led recruitment for 185 roles across EMEA/US, reducing time-to-hire by 19%.

### HR Manager — Boyle Inc (2014-12-13 - 2021-06-09)

- Implemented a performance review program which improved engagement scores by 10 points.
- Managed complex employee relations issues and maintained compliance with local employment law.
- Rolled out benefits and L&D programs that increased retention in key teams by 8%.
- Led recruitment for 173 roles across EMEA/US, reducing time-to-hire by 27%.

### Talent Acquisition Manager — Hegmann, Gislason and Hilll (2021-02-27 - 2023-07-06)

- Rolled out benefits and L&D programs that increased retention in key teams by 10%.
- Led recruitment for 142 roles across EMEA/US, reducing time-to-hire by 11%.
- Managed complex employee relations issues and maintained compliance with local employment law.
- Implemented a performance review program which improved engagement scores by 14 points.

## CORE SKILLS

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### Talent

Employer Branding

### Operations

HRIS (Workday/BambooHR) • Payroll Coordination

### People Practices

L&D

### Compliance

Workplace Investigations • Employment Law • Diversity & Inclusion

## ACADEMIC BACKGROUND

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MSc Human Resource Management, Zulauf LLC Institute (2013)

## CERTIFICATIONS

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- SHRM-CP
- PHR
- CIPD Level 5/7